



As a citizen of the State of Maryland, you are entitled to certain rights. Some of these rights are

- ◆ The right to enjoy opportunities in your community.
- ◆ The right to apply for rehabilitation services.
- ◆ The right to be treated with respect and courtesy.
- ◆ The right to be involved in decision-making processes that affect your life.
- ◆ The right to receive accommodations and the supports necessary to live and work in your community.

This fact sheet and others can be found at www.mdod.maryland.gov and www.mdworkforcepromise.org.

Questions?

Contact the Maryland Department of Disabilities.

Frustrated? Options for Action

Overview

Various state agencies can help you as you prepare to work. There may come a time when you feel that you have not received the services or assistance you are eligible to receive. There are steps you can take to have your complaints heard. Each agency has specific procedures. This fact sheet will help you through the process of stating your complaint in the proper way for the following agencies:

Division of Rehabilitation Services (DORS) Developmental Disabilities Administration (DDA)
Mental Hygiene Administration (MHA) Dept. of Labor, Licensing and Regulation (DLLR)

DORS / CAP

The Client Assistance Program (CAP) can help you better understand the rehabilitation process. If you disagree with a decision that has been made by your DORS counselor, you should discuss it with the counselor or the supervisor. If that does not fix the problem, CAP can work with you and DORS to resolve the disagreement. You have the right to file an appeal. Among other things, CAP can help you by:

- ◆ Explaining your rights and responsibilities, as well as DORS policies and procedures.
- ◆ Providing support when a service has been denied or if you are unhappy with a service provided.
- ◆ Arranging for legal services if it becomes necessary.

DDA

If you are an individual receiving services from the DDA and you experience a problem with your provider, staff, the services you are receiving, or if you feel that your rights have been violated, here are some strategies to try to resolve the problem:

- ◆ Talk to the person you are having a problem with.
- ◆ Contact your resource coordinator.
- ◆ Contact your provider's program director or executive director.
- ◆ Request to attend your provider's standing committee or their board of directors meeting. Your counselor should be able to help with this.
- ◆ Contact your DDA regional office.

Note that these strategies are merely suggestions for an informal approach to resolving conflict. DDA applicants and recipients have the right to request an informal hearing at any time.

MHA

Complaints: Report all complaints to MHA and the core service agency (CSA). These agencies will work to make sure that your complaint is addressed. If you are unhappy with a provider, services, or the mental health system, you can call the toll-free number 1-800-888-1965.

Grievances and Appeals: If you or your provider disagrees with a decision about your care, you may file an appeal and ask for a second opinion. You can request this in writing or by telephone. If you still do not get the services you believe you need, you can appeal to the CSA in your county. You can see a listing of CSAs by county at www.bmhsi.org/MACSA.html. If there is not a CSA in your county, you may be referred to MHA. You will still receive care during review by the CSA.

DLR / One-Stop Career Centers

If you have a complaint of discrimination against an employee, program, or policy of the Department of Labor, Licensing and Regulation, you can file the department's "Complaint of Discrimination Form". You can download the form at www.dlrl.state.md.us/oeope/form1-00.doc.

If you are registered for WIA services at your local One-Stop Career Center, non-discrimination and equal opportunity provisions of the Workforce Investment Act (WIA) protect you. If you believe you have been discriminated against at your One-Stop, you may file a complaint with the local Workforce Investment Board (WIB) or with the Director of the Civil Rights Center at the U.S. Department of Labor.

If your concern is with your employer, refer to the fact sheet entitled *Your Rights and Responsibilities*.

Maryland Disability Law Center (MDLC)

The Maryland Disability Law Center (MDLC) is a private, non-profit legal services agency. They are not part of the state government.

The lawyers and paralegals at MDLC use many strategies to advocate for people with disabilities. They give information and referrals, provide technical assistance, community training, and advocacy outreach. At times they also provide direct legal representation and work as your lawyer.

MDLC's mission is to protect and advocate for the rights of people with all types of disabilities. They focus on making sure people are free from abuse and neglect; are free from unnecessary institution placements; and have access to housing, transportation, and education.

To get legal help from MDLC, you can call them between 10am and noon Monday through Friday. Ask for the "intake office." A staff member will ask for your name, address, phone number, and will talk with you about what kind of legal problem you have. MDLC will then let you know if they can take your case, or they will refer you to another agency. If you cannot call, you may send a letter, a fax or make an appointment to go to their office in Baltimore. To learn more about MDLC, you can look on their website. Contact information is listed in the resources section of this fact sheet.

Resources

Maryland Service Providers

Department of Labor, Licensing and Regulation (DLR)

Office of Equal Opportunity and Program Equity (OEPE)

Voice: (410) 230-6319

TTY: (410) 333-3564

One-Stop Career Centers

Voice: (410) 767-2018

WIA Complaints

Voice: (410) 767-2800

Website: www.dlrl.state.md.us

Developmental Disabilities Administration

Voice: (410) 767-5600 / (877) 463-3464

TTY: (800) 735-2258

Website: www.ddamaryland.org

Maryland State Dept. of Education

Division of Rehabilitation Services (DORS)

Client Assistance Program (CAP)

Voice: (410) 554-9361 / (800) 638-6243

TTY: (410) 554-9360

Email: cap@dors.state.md.us

Maryland Disability Law Center (MDLC)

Voice: (410) 727-6352 / (800) 233-7201

TTY: (410) 727-6387

Website: www.mdlcbalto.org

Mental Hygiene Administration (MHA)

Voice: (410) 402-8300

TTY: (800) 735-2258 (MD Relay)

Website: www.dhmm.state.md.us/mha

Additional Information

Civil Rights Center, Director

U.S. Department of Labor

200 Constitution Avenue NW

Room N-4123

Washington, DC 20210

Maryland Department of Disabilities

Voice / TTY: (410) 767-3660

Voice / TTY: (800) 637-4113

Email: mdod@mdod.state.md.us

Website: www.mdod.maryland.gov

Maryland Disability WorkFORCE Information Exchange

Voice: (301) 662-0099

TTY: (301) 662-4853

Email: info@mdworkforcepromise.org

Website: www.mdworkforcepromise.org

TransCen, Inc.

Voice: (301) 424-2002

TTY: (301) 309-2435

Email: inquiries@transcen.org

Website: www.transcen.org

U.S. Department of Labor

Office of Disability Employment Policy

Voice: (866) 633-7365

TTY: (877) 889-5627

Website: www.dol.gov/odep

Workforce Investment Boards Locator

www.dlrl.state.md.us/employment/jtpa.html